



End to End Process Automation for TTK Healthcare

Introduction:

TTK Healthcare is a modern and diversified conglomerate, with 30 product categories and services, 16 manufacturing units, and a wide range of products in the FMCG (Fast Moving Consumer Goods), Pharmaceutical, Healthcare & Food Industries. Overall, TTK Group is a \$337M corporation, employing 6000 people and exporting its goods to nearly every continent across the globe.

Given its size, TTK Healthcare has an extensive information technology user base. IT users work in the company's corporate offices, manufacturing facilities, distribution centers, and its distributor/dealer network. This wide base, coupled with extensive process compliance initiatives, led to some challenges for the company and its users:

- Complicated processes to complete transactions, involving multiple steps and screens
- Lack of flexibility in allowing process flows specific to each division and/or role
- Significant investment of manual effort and time to collate inputs from various sources and feed them into the system
- Decreased productivity of staff/personnel due to non-user-friendly interfaces.
- Issues with data quality, often resulting in delays in reporting.

Objective:

TTK Healthcare's goal was to identify and streamline some of the key business processes used most frequently across the organization. Through automation of these common procedures, they hoped to increase productivity and

satisfaction for end users while also improving adoption of new processes.

As part of this objective, some of the processes identified for automation included:

- Internal Requisition / Internal Sales Order Process
- Stock Transfers to Multiple locations based on purchase requisitions.
- Return to Vendor Process
- Blanket Purchase Releases

Solution:

To determine the best solutions for TTK, discussions were held with key business process owners and operations people within the company. These conversations included the people who are responsible for the processes and for making the decisions around them. Additionally, the process itself was reviewed and several options presented. The below solutions were selected by the business process owners and implemented at TTK.

Internal Requisition/Internal Sales Order : Transferring Goods to Regional Warehouses

Every day manufactured and procured goods must be dispatched by the Logistics team to various regional warehouses based on requisitions submitted by the Sales team. These requests were received by email and on paper and were entered into the system manually. Because of the volume of these manual transactions, TTK frequently encountered delays, user entry errors, and user dissatisfaction.

This entire end-to-end process was automated through an Excel file upload, reducing the to a single step for the users. In the flow below, the steps highli-ghted in yellow were once manual, but were automated through the implemented solution.

IR/ISO Automated Flow



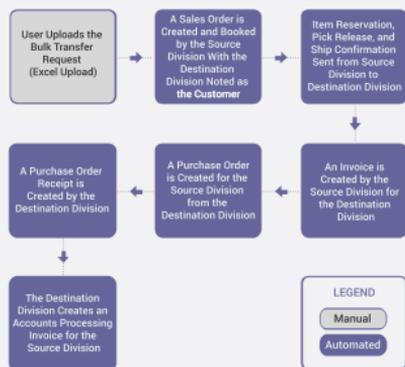
Product Transfers : Moving Goods from Manufacturing to Consumer Products

Based on projections, the Sales team needed to transfer goods from the TTK Healthcare Manufacturing Division to the Consumer Products Division, where goods are sold directly to external customers.

These transfers are treated as internal sales and largely follow the typical sales order cycle noted above, but with some additional steps. As with the internal requisition/sales order process, the volume and frequency of these transactions were causing delays and leading to user dissatisfaction.

Once again, the entire process was automated. Building on the IR/ISO automation, a one-touch upload screen was deployed to digitize a paper-driven process, simplifying it into a single step for key users.

Product Transfers Automated Flow

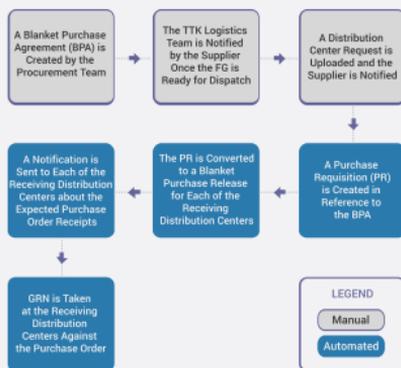


Blanket Purchase Agreement : Procuring Goods from Suppliers

Previously, the Procurement team manually created individual purchase agreements and released them every time a procurement request had to be placed with a supplier, even when ongoing relationships with those suppliers had been established. This process was repetitive and added little value, as most of the terms had already been settled. Often there were delays in completing this process due to the transaction volume involved, holding up the fulfillment of those requests.

A combination of blanket purchase agreements (BPAs) and an automated upload solution was implemented to minimize the manual processes involved.

Blanket Purchase Release Automation



Impact of the solution:

Since implementation, these automation solutions have resulted in:

- Enhanced productivity of system users
- Reduced processing cycles.
- Increased data accuracy
- Improved end user satisfaction
- On-time MIS reporting